

PATENT

**NON-OFFICIAL COMMUNICATION**  
proposed agenda for telephonic interview**RECEIVED**  
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To: Examiner Rajiv J. Raj (571-270-3930)

Appl. No. : 10/679,836  
Applicant(s) : Douglas W. Wager  
Filed : October 6, 2003  
Examiner : Rajiv J. Raj  
Title : Computerized System and Method for Determining Work in a Healthcare Environment  
Atty. Docket No. : CRNL108473

Applicant's representatives would like to discuss the following matters in a telephonic interview.

**AGENDA**

- I. The Whiting-O'Keefe, Pollack, and Andre references fail to teach or suggest all of the elements of the currently amended independent claims 1, 12, 39, and 40.
  - A. The claims are currently amended to more accurately explain the *calculation of a work score*. This is distinct from that which is disclosed in the prior art.
  - B. Recommendations for amended claim language are noted below.
- II. The Whiting-O'Keefe and Zaleski references fail to teach or suggest all of the elements of the currently amended independent claim 41.
  - A. Claim 41 integrates *calculating a work score* for a particular patient into a healthcare organization optimization system.
  - B. Recommendations for amended claim language are noted below.

Applicant kindly thanks the Examiner for attention to this matter.

Alison Erickson  
65,430